

DEPARTMENT OF TRANSPORTATION SELF-EVALUATION OF PROGRAMS AND SERVICES

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**STATE OF HAWAII
DEPARTMENT OF TRANSPORTATION**

SELF-EVALUATION OF PROGRAMS AND SERVICES

1. INTRODUCTION

This Self-Evaluation has been developed to satisfy the requirement that the State Department of Transportation complies with Title II of the ADA. CFR 35.105 requires the State Department of Transportation to conduct a Self-Evaluation of its Programs, Policies and Procedures, offered to the public, to ensure that those programs, policies and procedures are accessible to persons with disabilities. This Self-Evaluation has been developed in accordance with 28 CFR Section 35.105 (a) that states:

- That the public entity identify any policies and practices that do not comply with the Title II requirements; and,
- Modify policies and practices to bring them into compliance.

The information contained in this Self-Evaluation has been obtained through dissemination of worksheets to each department program requesting they identify those programs offering goods and services to the public. The worksheets request information relating to policies and practices of the various programs offered by each of the State Department of Transportation Divisions - Highways, Airports and Harbors.

The regulations also require that the Department of Transportation provide an opportunity for people with disabilities and other interested individuals or organizations to review and comment on this Self-Evaluation and encourages involvement of people with disabilities to actively participate in the planning process.

Previous to this Self-Evaluation, all the buildings and facilities under the jurisdiction of the State Department of Transportation were surveyed and those elements representing architectural barriers to persons with disabilities were identified and documented in written reports. These surveys were conducted to provide the necessary information for promulgating a comprehensive Transition Plan addressed in CFR 35.150 (d). The Transition Plan, at a minimum, must include the following information:

- Identify physical obstacles that limit the accessibility of the public entity's programs, services, or activities to people with disabilities,
- Describe the methods to be used to make the facilities accessible,
- Provide a schedule for making the access modifications; provided a yearly schedule for making modifications if the Transition Plan is more than one year long and,
- Indicate the public official responsible for implementation of the Transition Plan.

The information in the barrier identification surveys, cost analysis and this Self-Evaluation, will be used to produce a comprehensive Transition Plan and to determine those programmatic or architectural changes necessary to provide access to persons with disabilities.

1.1. Purpose of the Self-Evaluation (§35.105)

This Self-Evaluation is a comprehensive review of the State of Hawaii's Department of Transportation's current policies and practices, including communications and employment, for compliance with the applicable provisions of Title II of the Americans with Disabilities Act of 1990 (public law 101-336) and 28 CFR 35.105.

This Self-Evaluation identifies all policies and practices that do not comply with the ADA, Title II requirements and outlines those areas where modification to those policies and practices, to bring them into compliance with the non-discrimination requirements of the ADA, have been provided.

The outline of this Self-Evaluation is that which is recommended by the Title II Action Guide.

1.2. Non-Discrimination Statement

The State Department of Transportation has adopted the following non-discrimination policy.

State of Hawaii - Department of Transportation

FOR COMPLAINTS OF DISCRIMINATION IN ACCESS TO SERVICES PROGRAMS AND FACILITIES FOR PERSONS WITH DISABILITIES

It is the policy of the State of Hawaii, Department of Transportation, to provide equal opportunity to participate and benefit for qualified persons with disabilities, to the services, programs and facilities of the Department of Transportation.

Furthermore it is the policy of the Department of Transportation to encourage the informal resolution of complaints or grievances based on alleged disability discrimination. All attempts shall be made to resolve such matters through informal means at any stage of the process.

A Grievance Procedure has been established to meet the requirements of Section 504 of the Rehabilitation Act of 1973, as amended, and Title II of the Americans with Disabilities Act of 1990. These procedures and accompanying complaint form should be used by individuals wishing to file a complaint alleging discrimination by the State Department of Transportation on the basis of disability, regarding access to the services, activities, programs and facilities of this Department.

1.3. Designation of ADA Coordinator(s)

The following personnel have been designated as the ADA Coordinators for their respective Department and Divisions:

**Dept. of Transportation
ADA Coordinator**

Michael K. Medeiros, P.E.
869 Punchbowl Street
Honolulu, Hawaii 96813
Phone: 587-758 [Voice]
587- 2210 [TTY]
Fax: 587-6306

Airports Division Liaison

Mary Kitsu
DBE Program Manager
400 Rodgers Blvd, Suit 700
Honolulu, Hawaii 96819
Phone: 838-8708
Fax: 838-8753

Harbors Division Liaison

Warren Sugimoto
Administrative Staff Officer
79 S. Nimitz Highway
Honolulu, Hawaii 96813
Phone: 537-1933
Fax: 537-1984

Highways	Airports	Harbors	Administration
Employment Practices & Personnel	Employment Practices & Personnel	Employment Practices & Personnel	Employment Practices & Personnel
Jeanne Witmire Phone: 587-2229 Fax: 587-2219	Roscoe Butler Phone: 838-8614 Fax: 838-8750	Jo-Ann Tokunaga Phone: 587-1935 Fax: 587-1984	Lori Takao Phone: 587-2144 Fax: 587-3189

2. SELF-EVALUATION PROCESS WITHIN THE DEPARTMENT

2.1 KEY ACTIVITIES

A. Initial Survey

- 1) Survey sections followed the recommended format by the ADA Title II Action Guide.
- 2) DOT designated lead staff associated with department units responded to the surveys
- 3) The written responses focused on responsibilities and general functions of the various units.
- 4) Consultant recommendations responded directly to the written responses, identifying general requirements for activities interacting with the public

B. Second Phase Inquiry

- 1) DOT lead staff to review initial consultant recommendations; purpose to clarify applicability of recommendations and identify specific areas for consultant interviews.
- 2) Consultant interviews with lead staff to focus on detailed protocols or activities, a step-by-step analysis of the unit's interaction with the public; discussions included inquiry of staff's opinion for alternative procedures
- 3) Detailed action steps were recommended by consultant and reviewed with lead staff.

C. Final Draft Phase

- 1) Department reviewed the final findings and action steps for the transition plan.
- 2) Department approves recommendations
- 3) Document is published for public comment
- 4) Document is revised based on public comments and DOT's approval
- 5) Internal Department process takes place for incorporation of documents

2.1. Involvement of People with Disabilities

The Department of Transportation contracted with Accessibility Planning & Consulting, Inc. (AP&C) an accessibility consulting firm whose staff includes persons with disabilities. AP&C inc. also works closely with individuals and organizations representing persons with disabilities. The following organizations, businesses and individuals participated in, and commented on, this Evaluation.

Hawaii Centers for Independent Living (non-profit organization)
EqualAccess (private corporation)
Mr. Mark Yabui (private consumer), and
The Commission on Person with Disabilities (state agency)

3. PROGRAMS AND SERVICES

The Following programs and services have been addressed in this Self-Evaluation. For a complete breakdown of the nature of the programs and services, the official responsible for the planning, preparation and coordination of services, see the worksheets located in the appendix of this outline.

ADMINISTRATION

OFFICE OF THE DIRECTOR

Coordinator: Kazu Hayashida Phone #587-2150

Under the general direction of the Governor of the State of Hawaii, plans, directs and coordinates the various activities of the Department of Transportation within State laws and established policies and regulations. Directs the preparation and maintenance of statewide transportation plans and the development of department wide transportation planning policies and procedures, transportation system plans and procedures, short and long range capital improvement plans and other planning activities required in support of the departmental mission. Through the Deputy directors, directs performance of department-wide staff support services.

Sections: Deputy of Staff Services, Second Deputy, and Administrative Assistants.

OFFICE OF PUBLIC AFFAIRS

Coordinator: Marilyn Kali Phone #587-2160

Provides services necessary to implement the Department's program of public information and public relations; including media relations, reference and informational services, public and community relations, intra-departmental communications, and transportation demand management services.

Sections: Media Relations, Reference and Informational Services, Public and Community Relations, Transportation Demand Management Staff.

HAZARDOUS MATERIALS OFFICE

Coordinator: Chris Takeno Phone #587-2164

Responsible for the development, administration, interpretation and enforcement of hazardous materials regulations for the Department. Advises the Director and respective Deputies on all matters relating to hazardous materials. Develops regulations and procedures covering the landing and movement of hazardous materials through the areas under the control of the Airports, Harbors and Highways Divisions. Periodically inspects/ monitors all State transportation facilities and highways to ensure regulations are enforced or to modify any existing ones.

PERSONNEL OFFICE

Coordinator: Pat Odan Phone #587-2145

In accordance with the policy guidance of the Director, the personnel office plans, develops and provides departmental-wide functional direction to the comprehensive personnel management program for the Department.

Sections: Labor Relations, Position Classification, Employee Relations-Training and Safety, EEO, Recruitment Services.

BUSINESS MANAGEMENT OFFICE

Coordinator: Bert Nishimura Phone #587-2133

Provides departmental staff services to the Director, departmental staff, division and other governmental agencies as applicable in internal (audit) control, fiscal management and accounting services, and office services.

Sections: Financial Accounting, Internal Audit, Office Services, Systems Accounting.

CONTRACTS OFFICE

Coordinator: Jamie Ho Phone #587-2130

Provides departmental staff services to the Director, departmental staff, divisions and other governmental agencies as applicable in contract administration. The office serves as the principle departmental resource on contracting practices and State laws, rules, and regulations relating to contracting; establishes procedures with applicable State and DOT policies and guidelines for calling for tenders, processing bids, and determining awards; and reviews and approves contracts for conformance to departmental and State language and for format standards.

PPB MANAGEMENT & ANALYTICAL OFFICE

Coordinator: LaVerne Hokama Phone #587-2211

Administers the Department's planning, programming and budgeting (PPB) and program reporting activities as mandated by the Executive Budget Act. Provides principal staff support to the Deputy of Staff Services and the Director in carrying out the implementation of the established budget process. The office also provides internal management assistance through the evaluation of the Department's organization and management methods and procedures and provides definitive recommendations for improvement. Coordinates the implementation of the department's capital improvement project programs, as well as serving as the legislative liaison for the Department.

Sections: Project Management & Program Evaluation, Budget Control & Execution, Methods & Procedures.

COMPUTER SYSTEMS AND SERVICES OFFICE

Coordinator: Larry Okimoto Phone #587-2369

The Computer Systems & Services Office (CSS) is responsible for providing full Automated Data Processing (ADP) services by coordinating the activities of research, development, implementation and maintenance of all ADP systems; user training; data entry and control; and full machine processing via CSS stand alone computer or Remote Job Entry (RJE) to the host system at the Electronic Data Processing Division (EDPD); and related ADP equipment procurement for the Department. This office provides departmental staff services to the Director, Departmental Staff and divisions in the areas of information data management, telecommunications, network administration and computer operation service work areas.

Sections: Information Resource Management, Communication & Network Administration, Computer Operations.

PROPERTY MANAGEMENT OFFICE

Coordinator: Peter Garcia Phone #587-2165

Within established policies, the Property Management Office provides central departmental services in the management of real properties and facilities under the control of the Department.

VISITOR INFORMATION PROGRAM

Coordinator: Richard Okada Phone #836-6474

Directs, coordinates and administers the State's Visitor Information Program by providing visitor satisfaction and hospitality at the Department's installations; including the conducting of protocol as may be directed.

Sections: Administrative Services, Office Services, Oahu Staff, Hawaii Staff, Maui Staff, and Kauai Staff.

STATEWIDE TRANSPORTATION PLANNING OFFICE

Coordinator: Julia Tsumoto Phone #587-1845

The Statewide Transportation Planning (STP) Office is a departmental staff office that is responsible for establishing a comprehensive, multi-modal statewide transportation plan; and, for providing technical assistance to the counties in fulfilling their component roles in the process. The STP Office coordinates intergovernmental and intra- and inter-departmental activities as they relate to transportation planning. This includes securing the necessary endorsements and approvals, integrating established plans and parameters, and establishing the groundwork for the implementation of the transportation plan.

Sections: Plans Development, Forecasting, Land Use Coordination, and Programming.

AIRPORTS DIVISION

Coordinator: Jerry Matsuda Phone #838-8600

Encourages, fosters and assists in the development of aeronautics in the State of Hawaii. Plans, designs, construct, maintain and operate public airports. Provides airport facilities that accommodate the safe, orderly and efficient movement of aircraft, vehicles and air travelers.

STAFF SERVICES OFFICE

Coordinator: Jean Oshita Phone #838-8607

Advises the Airports Administrator and other on administrative issues. Provides coordination and liaison services for legislative matters. Provides administrative support, services and guidance through its Personnel Management, Budget, Property Management & Land Acquisition, Methods, Standards & Evaluation, and Financial Management staffs.

Sections: Personnel Management, Budget, Property Management & Land Acquisition, Methods, Standards & Evaluation, and Financial Management.

AIRPORTS OPERATIONS OFFICE

Coordinator: Vacant Phone #838-8708

Serves as the primary staff of the Airports Administrator on matters relating to the operations and maintenance of airports. Provides operational staff support, services and guidance through its Aircraft Rescue & Fire-fighting, General Aviation Certification Security & Safety, and DBE functions. This branch provides advice on compliance with applicable laws, rules, regulations and standards. Acts as the divisional coordinator for overall compliance with the Americans with Disabilities Act (ADA).

Sections: Aircraft Rescue & Fire-fighting, General Aviation Certification Security & Safety, DBE, Airport Management Information Systems, Aviation Development.

ENGINEERING BRANCH

Coordinator: Ernest Kurosawa Phone #838-8833

Advises the Airport Administrator and others on engineering matters. Supervises the planning, design, construction, inspection and maintenance of facilities for the State Airports System. Provides support to the DBE staff on matters relating to engineering.

Sections: Project Coordination & Control Staff and Planning, Design, Construction, Special Maintenance, Drafting.

AIRPORTS-OAHU DISTRICT

Coordinator: Stanford Miyamoto Phone #836-6533

Manages, operates and maintains the Honolulu International Airport and all other State airports on the island of Oahu in conformance with State and Federal laws, requirements, and rules as well as established policies and procedures of the Department and those of the Airports Division. Provides operational, administrative, maintenance and supply services adequate to carry out all business activities generated at Oahu district airports.

Sections: Office Services, Airport Administrative Services, Management Relief Services, Honolulu International Airport, and Dillingham Airfield.

AIRPORTS- MAUI DISTRICT

Coordinator: Jon Sakamoto Phone #872-3830

Manages, operates and maintains all State airports in the district in conformance with State and Federal laws, requirements, and rules as well as established policies and procedures of the Department and those of the Airports Division. Provides operational, administrative, maintenance and supply services adequate to carry out all business activities generated at Maui district airports.

Sections: Office Services, Engineering Services, Kahului Airport, Kapalua Airport, Kalaupapa Airport, Molokai Airport, Lanai Airport, Hana Airport.

AIRPORTS- HAWAII DISTRICT

Coordinator: Frank Kamahele Phone #329-2484

Manages, operates and maintains all State airports in the district in conformance with State and Federal laws, requirements, and rules as well as established policies and procedures of the Department and those of the Airports Division. Provides operational, administrative, maintenance and supply services adequate to carry out all business activities generated at Hawaii district airports.

Sections: Office Services, Security Services, Engineering Services, Keahole-Kona Airport, Hilo International Airport, Waimea-Kohala Airport, and Upolu Airport.

AIRPORTS- KAUAI DISTRICT

Coordinator: Stan Sekimoto Phone #246-1600

Manages, operates and maintains all State airports in the district in conformance with State and Federal laws, requirements, and rules as well as established policies and procedures of the Department and those of the Airports Division. Provides operational, administrative, maintenance and supply services adequate to carry out all business activities generated at Kauai district airports.

Sections: Office Services, Security Services, Engineering Services, Port Allen Airport, and Lihue Airport.

HIGHWAYS DIVISION

Coordinator: Perry Manthos Phone #587-2220

Plans, designs and supervises the construction and maintenance of the State Highway System.

LANDSCAPE SERVICES OFFICE

Coordinator: Vacant Phone #587-2189

Develops landscape master plan for the State Highway System; plans and develops land areas for optimum landscape management in consonance with multiple-use concepts.

MANAGEMENT INFORMATION SYSTEMS OFFICE

Coordinator: Kam Kin Sin Phone #587-2232

Plans, organizes, coordinates and directs the development, implementation, operation and maintenance of computer-based information systems, including the Highway Financial Accounting System, Highway Maintenance Management System, Computer-Aided Drafting and Design System, and federally mandated planning and statistical systems.

STAFF SERVICES OFFICE

Coordinator: Gerald Dang Phone #587-2218

Develops and maintains program planning and control systems; provides coordination and liaison services for federal-aid and legislative matters; coordinates, reviews, and prepares the Highways Division budget; provides project management, management, fiscal, personnel and clerical support services; provides public information services; coordinates computer and data processing services.

Sections: Methods Standards & Evaluation, Personnel, Project Management, Steno, Budget, Fiscal.

MOTOR VEHICLE SAFETY OFFICE

Coordinator: Larry Hao Phone #832-5830

Directs, coordinates and administers the State's motor carrier safety programs and highway safety programs, activities and research to meet the requirements of the State and Federal Highway Safety Program standards and regulations

Sections: Statistical Services, Clerical, Motor Carrier Safety, Highway Safety.

PLANNING BRANCH

Coordinator: Ron Tsuzuki Phone #587-1787

Develops conceptual highway project plans and coordinates route adoption through advance planning procedures in conformance with long-range planning programs and needs inventory. Directs the divisional portion of the urban and rural transportation planning processes and other planning efforts by state and county agencies; coordinates the review of land use change proposals; manages the Highway Planning and Research Program; formulates and coordinates the establishment and/or revision of the State and Federal-aid Transportation Systems; coordinates transit matters related to land transportation.

Sections: Office Services, Advance Planning, Highway Planning Survey, mapping and Drafting, Systems Planning.

DESIGN BRANCH

Coordinator: Larry Leopardi Phone #587-2241

Prepares construction plans, specifications and estimates for highway projects; conducts location and right-of-way surveys including preparation of engineering and subdivision maps; negotiates project agreements with governmental agencies and public private utilities. Provides technical service to other branches and District Offices.

Sections: Technical Design, Highway Design, Bridge Design, Hydraulic Design, Cadastral Engineering.

RIGHTS-OF-WAY

Coordinator: Tom Toyama Phone #587-2019

Acquires and manages lands, rights-of-ways, easements and other real property interests required for the construction of highways and for the other transportation projects on a statewide basis.

Sections: Land Acquisition, Abstracting, Appraisal, and Property Management

MATERIALS TESTING AND RESEARCH BRANCH

Coordinator: Gary Choy Phone #832-3403

*State of Hawaii Department of Transportation
ADA Title II Self-Evaluation of Programs, Policies and Practices*

Manages all testing, quality assurance, research and development, soil engineering and pavement design, and special engineering studies; provides technical and consultative services relating to materials, foundation, pavements and environmental quality; tests, accepts, certifies all test equipment and materials incorporated into all transportation facilities and related developments; conducts soil engineering studies based on field borings, laboratory tests and engineering analyses for the evaluation and design of pavements, structure foundations and soil stability; manages applied engineering research and development programs; conducts technical services inspections and testing functions in all aspects of transportation systems, construction, maintenance and related fields; participates in activities of national organizations engaged in research and development.

Sections: Office Services, Compliance Testing, Soil Engineering & Pavement Design, Materials Quality Assurance

CONSTRUCTION AND MAINTENANCE BRANCH

Coordinator: Sterling Morikawa Phone #587-2185

Provides review and management services on statewide highway construction and maintenance programs; reviews and consolidates district construction and maintenance budgets. Provides services for the review of maintenance procedures, practices, procurement of supplies and equipment and budgeting; prepares specifications for the purchase of materials. Analyzes unit costs by work items, estimate requirements of personnel, material and equipment budgets submitted by district engineers. Administers the divisions Affirmative Action Plan, EEO, ADA, DBE and Civil Rights programs in conjunction with federal aid program guidelines.

Section: Construction, Highway Equal Opportunity, Maintenance, Equipment and Safety, Permit Construction.

TRAFFIC BRANCH

Coordinator: Paul Hamamoto Phone #587-2172

Plans and designs roadway pavement markings and signs, traffic signals, highway lighting, and operational and safety improvements to promote the safe, orderly and expeditious movement of traffic on the State Highway System; administers consultant contracts for traffic projects; manages the Traffic Systems Management, Traffic Accident Surveillance, and Traffic Safety Improvement Programs; analyzes and monitors operating characteristics, accident records, and statistical reports; provides new and innovative alternatives for problem resolution.

Sections: Office Services, Design Services, Operation Section, and Traffic Safety

HIGHWAYS-OAHU DISTRICT

Coordinator: Martin Obatake Phone #__831-6703

Performs field inspections of highway construction projects in conformance with approved plans and specifications; maintains, alters, and repairs roads, highways and related structures within the State Highway System on Oahu.

Sections: Office Services, Construction, Maintenance, and Tunnel Operations

HIGHWAYS- KAUAI DISTRICT

Coordinator: Steve Kyono Phone #274-3111

Performs for the island of Kauai 1) engineering services and field inspections of highway construction projects in conformance with approved plans and specifications; and 2) maintains, alters, and repairs roads, highways and related structures within the State Highway System on Kauai.

Sections: Office Services, Engineering, and Maintenance.

HIGHWAYS- MAUI DISTRICT

Coordinator: Bob Siarot Phone #877-5061

Performs for the island of Maui 1) engineering services and field inspections of highway construction projects in conformance with approved plans and specifications; and 2) maintains, alters, and repairs roads, highways and related structures within the State Highway System on Maui.

Sections: Office Services, Engineering, and Maintenance.

HIGHWAYS-HAWAII DISTRICT

Coordinator: Stanley Tamura Phone #933-8866

Performs for the island of Hawaii 1) engineering services and field inspections of highway construction projects in conformance with approved plans and specifications; and 2) maintains, alters, and repairs roads, highways and related structures within the State Highway System on Hawaii.

Sections: Office Services, Engineering, and Maintenance.

HARBORS DIVISION

Coordinator: Tom Fujikawa Phone #587-1927

Directs, coordinates, and maintains the operations of the Harbors program of the State by providing for, equipping and regulating the State system of harbors and related facilities; plans, designs, develops, acquires and constructs new and expanded harbors and facilities as well as maintaining and reconstructing existing harbors and facilities; encourages, fosters and assists in the development of water transportation in the State.

STAFF SERVICES OFFICE

Coordinator: Warren Sugimoto Phone #587-1933

Advises the Harbors Administrator and furnishes functional guidance to the heads of the organization components of the Division by advising and assisting in the development, maintenance and improvement of plans of management embracing organization structure and methods, personnel, fiscal and property management; develops, implements and maintains program planning and management control systems; monitors programs and control system to insure their continued progress and effectiveness; provides coordinated and liaison services for legislative and administrative matters; reviews and consolidates divisional budget; provides fiscal, personnel, property management and clerical support services.

Sections: Office Services, Personnel Management, Financial Management, Property Management, Methods Standards & Evaluation, Harbors Management Information Systems.

ENGINEERING BRANCH

Coordinator: Fred Nunes Phone #587-1862

The Engineering Branch is responsible for the planning, design, construction, and maintenance of facilities for the State commercial harbors system. Sections: Systems, Planning, Design, Construction, and Maintenance.

HARBORS- OAHU DISTRICT

Coordinator: Barry Kim Phone #587-2100

Provides for the execution of commercial harbor programs as directed by the Harbors Administrator. Plans, directs, controls and coordinates the activities of District personnel in the functions of management, operations, and maintenance of harbors and related facilities in the District.

Sections: Clerical Support, Business Services, Operations Section, and Maintenance Section.

HARBORS-MAUI DISTRICT

Coordinator: Scott Cunningham Phone #871-7816

Manages the commercial harbors and facilities on the Islands of Maui, Molokai, and Lanai. Provides for the execution of Harbors programs as directed by the Harbors Administrator; plans, directs and coordinates the activities of District personnel in the functions of management, operations, and maintenance of harbors and related facilities in the District.

Sections: Office Services, Pier Utilization, Maintenance, and Kaunakakai Harbor

HARBORS- KAUAI DISTRICT

Coordinator: Bob Crowell Phone #245-6996

Manages the commercial harbors and facilities on the Island of Kauai. Provides for the execution of Harbors programs as directed by the Harbors Administrator; plans, directs and coordinates the activities of District personnel in the functions of management, operations, and maintenance of harbors and related facilities in the District.

Sections: Office Services, Pier Utilization, Maintenance, and Port Allen Harbor

4. FINDINGS OF THE SELF-EVALUATION PROCESS FOR PROGRAMS AND SERVICES

4.1. Equal Opportunity to Participate and Benefit

Denial of Access to Programs and Services

ADA Section

Title II Regulations

Subpart B - General Requirements

§35.130

(b) (1) A public entity, in providing any aid, benefit, or service, may not, directly or through contractual, licensing, or other arrangements, on the basis of disability.

(i) Deny a qualified individual with a disability the opportunity to participate in or benefit from the aid, benefit, or service;

(ii) Afford a qualified individual with a disability an opportunity to participate in or benefit from the aid, benefit, or service that is not equal to that afforded others;

(iii) Provide a qualified individual with a disability with an aid, benefit, or service that is not as effective in affording equal opportunity to obtain the same result, to gain the same benefit, or to reach the same level of achievement as that provided to others;

(iv) Provide different or separate aids, benefits, or services to individuals with disabilities or to any class of individuals with disabilities than is provided to others unless such action is necessary to provide qualified individuals with disabilities with aids, benefits, or services that are as effective as those provided to others;

(v) Aid or perpetuate discrimination against a qualified individual with a disability by providing significant assistance to an agency, organization, or person that discriminates on the basis of disability in providing any aid, benefit, or service to beneficiaries of the public entity's program;

(vi) Deny a qualified individual with a disability the opportunity to participate as a member of planning or advisory boards;

(vii) Otherwise limit a qualified individual with a disability in the enjoyment of any right, privilege, advantage, or opportunity enjoyed by others receiving the aid, benefit, or service.

4.2. Reasonable Program Modifications

- 1) Upon completion of the site surveys and after reviewing the worksheets provided to each department, there were no accounts of persons with disabilities being denied access to those programs and services available to the public.
 - a) In order to eliminate the potential of such occurrences, the State Department of Transportation must develop or contract for in-house staff training on their responsibilities and requirements of the ADA to provide their services in the most accessible fashion.
- 2) The design standards presently used by the Department of Transportation comply with the existing applicable provisions of the ADA. While public ways and streets are not considered as a "site", as that term is defined in the ADA Design Guidelines, the Department has taken it upon themselves to incorporate the majority of the design guidelines, as they pertain to curb ramps and accessible routes, to the maximum extent possible.
 - a) The Department of Transportation standards for design and construction meet or exceed those outlined in the applicable sections of the ADAAG.

4.3. Surcharges and Additional Requirements

There were no situations where the Department places surcharges on person with disabilities for aid, benefits or services provided by the Department.

4.4. Integrated Settings and Separate Programs

Vanpool Hawaii; Policy on compliance with the American with Disabilities Act (ADA). As a service provider under contract to the Department of Transportation, Vanpool Hawaii understands it has a “stand in the shoes” of the DOT obligation in complying with the ADA. As such Vanpool Hawaii shall follow the compliance goals as presented in the Governor’s Administrative Directive No. 97-03 in its entirety. This directive reads in part:

The State of Hawaii (Vanpool Hawaii) shall ensure that no qualified individual with a disability is excluded from participation in, denied the benefits of, or is otherwise subjected to discrimination by any program, service, or activity of the State of Hawaii (Vanpool), on the basis of disability. Individuals with disabilities must be assured an equal opportunity to participate in the programs, services, and activities offered by State government departments and agencies (Vanpool Hawaii). This right includes not only the opportunity to participate, but an opportunity that is equally effective as that provided to individuals without disabilities.

Procedures to be followed when responding to a request from a disabled customer.

I.GENERAL

To insure effective communication Vanpool staff shall be trained in the proper use of telephone relay services.

II.REQUEST TO BE A DRIVER

All customers who request to be drivers, whether disabled or not, shall be notified that they might have to operate a modified vehicle.

Staff shall inform customer of requirements to be a Vanpool driver, i.e. age requirement, satisfactory driver abstract requirement, and all other requirements.

Staff should inquire if the customer requires any modifications to operate the van, e.g. hand controls, transfer capability, lift requirements, or other requirements.

II.REQUEST TO BE A DRIVER [Con't]

If a modified vehicle is requested staff shall check inventory for availability, if no modified vans are available, staff will proceed with confirming the delivery date for Vanpool to receive a modified van.

If the disabled customer meets all the requirements to be a Vanpool driver, and no modified van is available, staff shall proceed with ordering a modified van. Once the delivery date for the van is confirmed, staff shall notify customer of the delivery date. If the time to provide a customer a modified van exceeds two weeks, staff shall keep customer advised, a minimum of once per week, about the status of delivery

In no event, shall the delivery of modified van, to an otherwise qualified driver, exceed thirty days.

Staff shall log into the data base, the date the request for a modified van was made by the customer, and the date the van was provided to the customer.

III. REQUEST TO BE A RIDER

Staff shall inquire if the customer requires modifications to the vehicle, e.g. wheelchair user, type of wheelchair, lift and transfer requirements, or other requirements.

Staff shall check inventory for availability of modified van. If no modified van is available staff will proceed with arranging for a modified van to be delivered.

Staff, using the Vanpool database, will log the required van alterations, the date of the initial request from the customer for services, and the date the services were provided.

If the time to provide a customer a modified van exceeds two weeks, staff shall keep customer advised, a minimum of once per week, about the status of delivery. In no event shall the delivery of modified van, for an otherwise qualified customer, exceed thirty days.

4.5. Contracting with External Organizations

The contracting office has provided a sampling of their standard contract language (attached). There was not evidence of discriminatory language found.

Service Providers under Contract to the DOT

1. Van Pool Hawaii

See Attachment 'E'

4.6. Procurement Contracts

The contracting office has provided a sampling of their standard contract language (attached). There was not evidence of discriminatory language found.

See Attachment 'E'

4.7. Licensing and Certification

The contracting office has provided a sampling of their standard language (attached). There was not evidence of discriminatory language found.

See Attachment 'E'

Documents issued by Motor Safety Vehicle Office (MVSO)

1. Heavy Vehicle Tax Clearance
2. Vehicle Identification Card

5. COMMUNICATION ACCESS

5.1. Auxiliary Aids and Services

*ADA Section
Title II Regulations
Subpart E - Communications
§35.160*

(a) A public entity shall take appropriate steps to ensure that communications with applicants, participants, and members of the public with disabilities are as effective as communications with others.

*Governor's Administrative Directive No. 97-02 (See attachments for complete text
The State of Hawaii shall ensure that all individuals with disabilities have communication access to programs, services, and activities of the State of Hawaii which are equally effective as that provided to individuals without disabilities. To meet the requirements of the directive, departments and agencies of the State of Hawaii shall provide specific communication access in the form of auxiliary aids of services upon the request of a qualified individual with a disability.*

Finding: Several sections within the Department did not understand the requirements to provide alternate means of communications. In addition, several Departments were not clear on where the monies would come from, in order to fund services such as sign language interpreters.

Action: The Department has included, as part of their Service Manual (DSM), a written policy and procedure (copy attached) outlining the steps, and locations, to obtain these services and the source for funding.

5.2. TDD Communications

Requirements: The Design Guidelines require a TDD to be located in certain buildings and facilities. The following is the text of those requirements:

Section 10. Transportation Facilities

10.3 (12) Text Telephones: The following shall be provided in accordance with 4.31.9:

(a) If an interior public pay telephone is provided in a transit facility (as defined by the Department of Transportation) at least one interior public text telephone shall be provided in the station.

(b) Where four or more public pay telephones serve a particular entrance to a rail station and at least one is in an interior location, at least one interior public text telephone shall be provided to serve that entrance. Compliance with this section constitutes compliance with section 4.1.3(17)(c).

(4) Where public pay telephones are provided, and at least one is at an interior location, a public text telephone shall be provided in compliance with 4.31.9.

Additionally, if four or more public pay telephones are located in any of the following locations, at least one public text telephone shall also be provided in that location:

- (a) a main terminal outside the security areas;*
- (b) a concourse within the security areas; or*
- (c) a baggage claim area in a terminal.*

4.1.3 (17) Public telephones: (c) The following shall be provided in accordance with 4.31.9: (i) if a total number of four or more public pay telephones (including both interior and exterior phones) is provided at a site, and at least one is in an interior location, then at least one interior public text telephone shall be provided.

TDD (continued)

Finding: TDD (text telephones) locations have been identified through the site surveys conducted at each Department building and facility. All Airport facilities provide a TDD with the exception of the following locations (for a complete list of locations refer to the Barrier identification Report Binders located in the office of the Department ADA Coordinator.

In addition the following Sections have TDD phones:

- DIR-P, Public Affairs office
- PER, Departmental Personnel Office, EEOC Officer
- DIR-CA, Departmental ADA Coordinator, Office of Special Compliance

Recommendations: Based on the requirements, the following locations, required to provide a text telephone, did not provide the required phone or signage indicating the location of the nearest TDD equipped phone:

Honolulu International Airport

Bldg. #344, Gate #24, Baggage Claim Area F,
Bldg. #373, Gate #7, #9, #11 lobby
Bldg. #363, Gate #10, #12, #13
Bldg. #344, Gate #25, 3rd floor Wikiwiki
Bldg. #360, Gates #26, #27, #29, #30, #33 & #34
Bldg. #341, Wikiwiki Terminal, Baggage Claim F, G & H and Shuttle Lobby.
Bldg. #339, Diamond Head Stairs
Bldg. #346, Diamond Head Lobby
Bldg. #342, 2nd Floor Ewa
Bldg. #355, Parking Garage, All Elevator Lobbies
Bldg. #352, Lobby

Honolulu International Commuter Terminal

Baggage Claim Area

Kona Airport

Four locations (signs only)

Lanai Airport

One TDD provided, two banks do not provide signage

Lihue

One TDD at the car rental counter

Signs are not provided at all other required areas

Kahului Airport

No signs or incomplete signs

Molokai

No signage at baggage claim

TDD (continued)

The following locations do not provide the required TDD.

Honolulu International Airport

Bldg. #344 Baggage Claim D

Bldg. #341, Baggage Claim H

Bldg. #360, Aloha Lounge

Honolulu International Commuter Terminal

Gate Holding Area

Inter-Island Terminal

No TDD Observed

Lihue Commuter Terminal

No TDD, No Signage

Kahului Airport

2nd Floor arrivals or ticketing counters

Princeville

No TDD provided

5.3. Emergency Warning Systems

See attached excerpt from the department's service manual.

5.4. Access Information

Section 35.106 requires a public entity to disseminate sufficient information to applicants, participants, beneficiaries, and other interested persons to inform them of the rights and protections afforded by the ADA and this regulation. Methods of providing this information include, for example, the publication of information in handbooks, manuals, and pamphlets that are distributed to the public to describe a public entity's programs and activities; the display of informative posters in service centers and other public places; or the broadcast of information by television or radio.

Information on access to the Departments programs will be disseminated through public notice in newspapers, public service announcements, the Departments Internet Bulletin Board and Posters displays.

6. FACILITIES ASSESSMENT

6.1. List of Locations Where Programs are Provided

The listing of the locations of all programs is extensive. Four (4) additional separate binders are located in the Office of the Department of ADA Coordination which outline all those programs and services identified and their locations. Access to these documents is available upon request.

6.2. Summary of Inaccessible Features

A complete listing of inaccessible features are incorporated in approximately twenty binders and due to the extent of the volume of those binders, the entire listing has not been incorporated into this report. The entire set of finding may be accessed through the Departments ADA Coordinator.

Finding: The following barriers are those identified which limit independent access to each facility. Once removed, the programs located in each building or facility would be accessible to persons with disabilities.

Action: The Department has placed a high priority on, and is in the process of, scheduling the removal of the following architectural in order to provide access to persons with disabilities to those programs operated within each location. Prior to the completion of the renovations, qualified persons with disabilities should contact the Department's ADA Coordinator, Mr. Michael K. Medeiros at (808) 587-7584 [phone]; (808) 587-2210 [TTY]; (808) 587-6306 [fax], to arrange auxiliary services.

ADMINISTRATION AND HIGHWAYS

869 Punchbowl Street

1. The front entrance to this building is not accessible due to stairs. The building provides an accessible rear entrance. Signage should be placed at the front entrance indicating the accessible entrance is located in the rear.
2. The elevators are accessible with the exception of the emergency communications system, which requires voice communications. The existing system does not provide access to the phone by someone who is hearing impaired or deaf.
3. The offices and common areas are generally accessible and usable to a person with a disability with the exception of tactile and Braille office numbers. This can be handled programmatically by meeting someone at the entrance and escorting visitors throughout the building.
4. The public restrooms do not provide accessible features. As this is one area that programmatic access is not feasible, I strongly recommend that at least one restroom be altered to fully comply. Signs at other, non-accessible, restrooms must be displayed indicating the location of the accessible restroom, once completed. Prior to the completion of the renovations meetings with qualified individuals will be held at accessible, alternative sites.

ADMINISTRATION AND HIGHWAYS (continued)

600 Kapiolani Blvd., Suite 306

The DOT leases the entire 3rd Floor. The statewide Transportation Planning Office issues RFPs and accepts bids on projects. The public has the option of mailing or faxing information to/from this office in lieu of physically going to the office. The building is accessible to persons with disabilities.

888 Mililani Street, Suite 701

This building is accessible. The Computer System Services Office does not interface with the general public but may meet with a vendor through an appointment.

AIRPORTS

Maui District

Locations	Element	Requirement
Kahului Airport Commuter Terminal	Parking Stalls	Provide accessible parking.
	Ticket counter heights	Lower at least one.
	Public pay phones	Lower at least one.
	Public restrooms	Provide at least one accessible toilet stall in each restroom.
Kapalua / West Maui	Ramp from accessible parking	Provide handrails on the ramp to the lower parking lot.
	Ticket counters	Lower at least one.
	Public pay phones	Lower at least one.
	Public restrooms	Provide at least one accessible toilet stall in each restroom.
Hana	Public pay phones	Lower at least one.
	Ticket counters	Lower at least one.
	Women's public restroom	Provide at least one accessible toilet stall.
Molokai	Parking	Add accessible parking stalls.
	Ticket counters	Lower at least one.
Kalaupapa	Ticket counters	Lower at least one.

AIRPORTS (continued)

Hawaii District

Locations	Element	Requirement
Waimea/Ko hala	Ticket counters	Lower at least one.
	Public pay phones	Lower at least one.
	Public restrooms	Provide at least one accessible toilet stall in each restroom.
Hilo Commuter Terminal	Public restrooms	Provide at least one accessible toilet stall in each restroom.

Kauai District

Locations	Element	Requirement
Princeville	Parking	Add accessible parking stalls.
	Public restrooms	Provide at least one accessible toilet stall in each restroom.
	Helicopter terminal	Ramp the threshold.
	Ticket counters	Lower at least one.
	Restaurant (2 nd Floor). Stair access only	Provide service on ground level.

Oahu District

Locations	Element	Requirement
Dillingham Field Glider Port & Control Tower	Public pay phones	Lower at least one.
	Public restrooms	Provide at least one accessible toilet stall in each restroom.
	Parking	Add accessible parking stalls

HARBORS

Hawaii

Locations	Element	Requirement
Hilo Division Office	Parking	Add accessible stalls.
	Counter	Lower a portion of counter.
Pier 1 Shed	Parking	Add accessible parking.
	Route to entrance	Pedestrian route.
	Public Pay Phones	Lower one and relocate obstruction.
Radio Bay Comfort Station	Drinking Fountain	Cup dispenser.
	Parking	Provide an accessible parking stall.
	Route to entrance	Pedestrian route.
	Restrooms	Provide one of each type (Men /Women).
	Showers	If used by other than employees.

HARBORS (continued)

Kauai

Locations	Element	Requirement
Nawiliwili Pier 2 Shed	Parking	Add accessible parking stalls.
	Public restrooms	Provide at least one accessible toilet stall in each restroom.
	Drinking fountain Public pay phones Route to restrooms	Cup dispenser. Lower at least one. Pedestrian route.
Nawiliwili Pier 3 Shed	Parking	Add accessible parking stalls.
	Route to entrance - Steps	Ramp or relocate service.
	Public pay phones Counter Fountain	Lower at least one. Lower one section. Cup dispenser.
Port Allen	Route to entrance	Threshold.
	Restrooms	One of each type.
	Parking	Provide accessible parking stalls.
Fumigation Station	Route to entrance	Pedestrian route.

HARBORS (continued)

Oahu

Locations	Element	Requirement
Aloha Tower	Underside of Stairs Protruding Object Elevator	Place a detectable barrier. Audible device.
Pier 1 Shed	Fountain Restrooms Parking Fountain	Add freestanding fountain. None accessible, one of each type. No accessible stalls. Route to access fountain not accessible.
Pier 2 Shed	Pay Phones Restrooms Parking Fountain	Route does not comply. None accessible, one of each type. No accessible stalls. Route to access fountain not accessible.
Pier 19 Shed	Pay Phones Men's restroom only Parking Fountain	Route does not comply. None accessible, one of each type. No accessible stalls. Route to access fountain not accessible.
Pier 21 Shed	Restrooms	None accessible, one of each type.
Pier 24 Shed	Parking Parking not provided	No accessible stalls. At least one accessible stall.
Pier 29 Shed	Route to entrance	Step (Ramp).
Pier 32 Shed	Pay Phones Restrooms	Route does not comply. None accessible, one of each type.
Pier 39 Shed	Parking	No accessible stalls.
Pier 40 Shed	Parking Fountain not accessible	No accessible stalls. Raise one fountain or cup dispenser.
Barbers Point	Parking	No accessible parking stalls.

6.3. Program Access Options

In order to provide programmatic access to those programs and services located in non-accessible buildings and facilities, the Department has indicated that existing barriers preventing independent access will be removed as expeditiously as possible. Until such time as immediate barrier removal is completed, staff will be instructed to provide their goods and services in the most accessible fashion. This may be accomplished by either relocating meetings to an accessible location or providing services via the telephone, TDD, surface mail or Internet.

ATTACHMENT-A

Grievance Procedure and Reporting Form

State of Hawaii - Department of Transportation
Grievance Procedures

for Complaints of Discrimination
In access to Services Programs and Facilities
for persons with disabilities

All Grievances should be in writing and contain as much information as possible about the alleged discrimination (i.e. name, address, phone number, location and description of alleged incident, etc.). The use of the Complaint form is recommended but not required. Complaint forms are available from.

State of Hawaii - Department of Transportation
ADA Coordinator, Michael K. Medeiros,
869 Punchbowl Street, Honolulu, Hawaii 96813
(808) 587-7584 [Voice]
(808) 587-2210 [TTY]
(808) 587-6306 [Fax]

Persons wishing to file a grievance, or his/her designee, should submit the written grievance within thirty (30) calendar days of the alleged violation to the above address. Other arrangements for submission of a grievance (i.e. personal interview, large print or tape recording) will be made available for anyone requesting an accommodation.

Within thirty (30) calendar day of the receipt of the complaint, the ADA Coordinator or designee will respond in writing (or other such method as requested (i.e.: large print, audio cassette or TDD) to the complainant and or his/her designee. The response will offer a resolution or explain the position of the Department of Transportation with respect to the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue(s), the complainant or designee may request a hearing not later than fifteen- (15) calendar days thereafter. A hearing will be held within thirty (30) calendar days of the date of such request, before the Director of the Department of Transportation or designee at a location based on the specifics of the complaint. Within thirty (30) calendar days of the hearing, the complainant or designee will receive the final resolution in writing (or other acceptable form of communications). In addition, the complainant will be informed of alternate avenues of redress available to the complainant.

STATE OF HAWAII - DEPARTMENT OF TRANSPORTATION
AMERICANS WITH DISABILITIES ACT – TITLE II

GRIEVANCE FORM
(OPTIONAL)

1. Complainant

Name: _____

Address: _____

Phone: _____

2. Designee (if applicable)

Name: _____

Address: _____

Phone: _____

3. Date(s) Incident Occurred: _____

4. Nature of Complaint

(Please include date, time, place, people involved, witnesses and circumstances).

5. Request for Special Accommodations (Describe) _____

Mail / Fax To: State of Hawaii - Department of Transportation
ADA Coordinator
869 Punchbowl Street
Honolulu, Hawaii 96813
Phone: (808) 587-7584 [Voice]; 587-2210 [TDD]
Fax: (808) 587-6306

*State of Hawaii Department of Transportation
ADA Title II Self-Evaluation of Programs, Policies and Practices*

ATTACHMENT-B

Public Notice

Provide Notice of ADA Requirements (Section 35.106)

The Department of Transportation is notifying the public through publications, public service announcements and this document. The two areas included in this notices are:

- The Department of Transportation does not discriminate on the basis of disability in admission to, or access to, or operations of its programs, services, or activities.
- The Department of Transportation does not discriminate on the basis of disability in its hiring or employment practices.
- The notice also includes the name, address and telephone number of the Departments ADA Coordinator

ATTACHMENT-C

Department of Transportation Employment Practices

1. EEOC Equal Employment Opportunity Complaint Procedures
2. Formal Complaint Reporting Form
3. Incident Report Reporting Form
4. Accommodations for Employees (Commission on Persons with Disabilities)
 - a.** Governors Memorandum 92-02
5. DHRD Self-Evaluation for Civil Service Employment

ATTACHMENT-D

How to make meetings accessible (Commission on Persons with Disabilities)

Executive Memorandum

ATTACHMENT-E

Sample Contract, Qualifications Statement and Specifications Proposal

ATTACHMENT-F

Existing and Proposed Curb Ramp Design Sheets

ATTACHMENT-G

Emergency Call Box Systems